Sample Accessibility Implementation Plan

Agency of All Good Things

mm/dd/yyyy

Contents

Agency of All Good Things Vision Statement

Within 3 years, the Agency of All Good Things will become a leader in accessibility for citizens and employees of the State of Minnesota.

Key Strategic Goals

1. All citizens with disabilities can readily access electronic information and applications on our web site. Success Criteria:
   - All web pages meet Accessibility standards.
   - All content on web sites meet Accessibility standards.
   - All applications on web sites meet Accessibility standards.
2. All employees with disabilities can readily access electronic information, applications, and IT products used to conduct the State's business. Success Criteria:
   - All web pages meet accessibility standards.
   - All content on web pages meet accessibility standards.
   - All applications used for business purposes meet accessibility standards.
   - All video or multimedia products meet accessibility standards.
   - All electronic documents used by staff meet accessibility standards.
   - All applicable IT products purchased meet, or partially meet, accessibility standards.

Background about IT Accessibility

The evolving state of information technology is reflected in the way Minnesota state government serves the public. Taking advantage of continuously changing technology, state government is increasing its use of technology to offer citizens a host of services. These services may include corresponding online with elected officials, providing information about government services, renewing licenses, providing tax information and filing returns, and applying for jobs or benefits.

Likewise, state government employees increasingly depend on information technology to support state government services. Employees use technology to manage email, documents, and schedules. Software applications may be used by all employees (e.g., the HR/payroll system), a significant number of employees (e.g., the procurement/accounting application), or may be agency or role specific (e.g., a case management application).

As government is constantly being asked to do more with less, information technology is playing a vital role in allowing government to better serve all of its citizens. Promoting the accessibility and usability of state government systems is critical to all citizens and employees.

In 2009, the Minnesota legislature passed, and the governor signed into law a statute and funding[1] to advance the accessibility of State of Minnesota information technology systems used by both citizens and employees.

September 1, 2010, the Office of Enterprise Technology adopted the IT Accessibility Standards as part of the enterprise technical architecture. Procurement and Master contract processes now incorporate the adopted accessibility standards.

Fully implementing the Accessibility Standards throughout state agencies, however; requires implementation planning, training for nearly all employees, and a cultural change that includes both an awareness of why accessibility is important and the changes in processes and skills to support that change. This implementation plan outlines the policies, processes, and training efforts needed to incorporate accessibility into our agency.

The implementation of the law will effect state information technology procurement and agency web and software application development going forward. The accessibility of state information technology systems will significantly impact citizens seeking information or services from the state, regardless of disability.

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[1] https://www.revisor.mn.gov/laws/?id=131&doctype=Chapter&year=2009&type=0

Analysis of our accessibility situation

In order to identify implementation plans and efforts, it was necessary to understand the gap between our current state and future state. The Accessibility Inventory tool was used to conduct a gaps analysis of applicable web pages, applications, IT product, video or multimedia (podcasts), and electronic documents (WORD, PDF, PowerPoint, ect). For each category, the inventory assessed and documented the following information:

- Whether it was accessible or not
- Whether any exceptions applied. If so, exceptions were documented and decisions made on whether it would be replaced, remediated or if risk would be assumed.
- The audience, including number of users
- The business value
- Accessibility strategy, including priority level

The inventory provides the basis for our accessibility action plan. The following table includes summary data of our findings.

Accessibility Category	Total #	# accessible	% accessible	Gap
Web pages	1000	800	80%	20%
Applications	500	250	50%	50%
Video, podcast, or other multimedia	400	100	25%	75%
Electronic documents	2000	1500	75%	25%
IT products	4000	4000	100%	0%

Accessibility Action Plan

Based on the findings from our gap analysis, this action plan emphasizes the following prioritized objectives necessary to achieve our accessibility vision. Taken together, these objectives seek to cover the range to which the accessibility standards apply. If the objectives are fully implemented, the Agency of All Good Things believes that we will realize our accessibility vision within the next 3 years.

Objective 1: Ensure that that any applicable IT products purchased are the most accessible in the market place.

Success Criteria

The following success criteria have been identified for this objective:

- Accessibility market research is conducted on all applicable IT products by September 1, 2011.
- All purchases that qualify for an exception are documented and sent to OET by November 15, 2011.

Assumptions

The following assumptions have been identified for this objective:

- Not all IT products are applicable to Accessibility standards.
- Not all applicable products will be accessible.
- Not all products will have a VPAT online or at all, but will need to be obtained by vendor.
- Purchasing officers will be trained on how to purchase accessible products.
- Purchasing officers will follow new procurement policies related to Accessibility standards.
- State master contracts have already incorporated Accessibility.

Dependencies

The following external dependencies have been identified for this objective:

- An individual with a disability may not have appropriate accommodation to access your technology.
- Availability of VPATs for an applicable product.
- A product was purchased using ALP (Authority for Local Purchase) because there is no oversight of ALP purchases.

Constraints

The following constraints have been identified for this objective:

- The market may not have accessible products.
- All purchasing officers may not be able to get trained within the training schedule window.
- Accessible solutions may not meet other critical business requirements.

Policies and Procedures

The following policy and procedure changes are necessary for successful implementation of this objective:

Policy	Procedures
Purchasing officers must purchase the most accessible IT product.	- In conducting market research, a VPAT (Voluntary Product Accessibility Template) shall be reviewed for all IT products in which accessibility standards apply. - If the product qualifies for an exception, the appropriate exception paperwork shall be completed, signed by the agency CIO, and forwarded to OET's Enterprise Architecture Office.

Training Strategy

The following trainings are necessary to successfully implement this objective:

Course	Training Owner	Instructor	Audience	Schedule	Success Criteria
How to purchase accessible products	Our training coordinator	ADMIN/Materials Management Division	Buyers		All buyers will know how to incorporate accessibility into the purchasing process.

Communications Strategy

The following messages are necessary to successfully implement this objective:

Message	Who Communicates	Audience	When	Success Criteria

Announce policy and process changes for IT product purchasing.	Commissioner	Agency Buyers		All agency buyers are aware of new accessibility purchasing requirements.
Announce MMD trainings for new accessibility purchasing requirements.	Purchasing Director	Agency Buyers		All agency buyers are aware of trainings for new accessibility requirements.

Objective 2: Ensure that the web site design, functionality and any information or communications content meets accessibility standards.

Success Criteria
The following success criteria have been identified for this objective:

- Accessibility requirements are incorporated and tested for every new web page.
- All new content posted to the site is accessible.

Assumptions
The following assumptions have been identified for this objective:

- Web developers know how to apply and test accessibility requirements.
- Control over published content allows for accessibility testing and validation.
- Content authors know how to create accessible documents, video and multimedia.

Dependencies
The following external dependencies have been identified for this objective:

- An individual with a disability may not have appropriate accommodation to access our technology.

Constraints
The following constraints have been identified for this objective:

- Content publishing may experience a bottleneck if document authors didn't make the documents accessible in the first place.

Policies and Procedures
The following policy and procedure changes are necessary for successful implementation of this objective:

Policy	Procedures
Web developers must make accessible web pages.	• When designing and building the web pages, accessibility requirements have been identified and incorporated into the development process. • When testing the web pages, accessibility must be included in the test criteria.
Web publishers must make sure content posted on web site is accessible.	• Web team must test and validate that the content is accessible.
All content authors/owners must make sure they provide accessible content to the web publishing team.	• When documents or media are either bought or made, they need to be accessible.

Training Strategy

The following trainings are necessary to successfully implement this objective:

Course	Training Owner	Instructor	Audience	Schedule	Success Criteria
How to develop an accessible web site	Our training coordinator	ADMIN/Materials Management Division	Web developers		All developers know how to make accessible web pages.
How to create accessible documents	Our training coordinator	Vendor or our training team	Web publishers, document authors		All publishing staff know how to create accessible documents.
How to create accessible multimedia	Our training coordinator	Vendor or our training team	Web publishers, media authors		All publishing staff know what to do for accessible multimedia.

Communications Strategy

The following messages are necessary to successfully implement this objective:

Message	Who Communicates	Audience	When	Success Criteria
Announce policy and process changes for web site development.	Communications Director	Web developers		All agency buyers are aware of new accessibility purchasing requirements.

Announce policy and process changes for publishing content to web site.	Communications Director	Web publishers		All agency web publishers are aware of new accessibility requirements.
Announce trainings.	Training Coordinators	Web developers, web publishers, content authors		All web developers and publishers are aware of accessibility trainings.

Objective 3: Ensure that that any application, including any text-based output or electronic documents associated with the application, meets accessibility standards.

Success Criteria

The following success criteria have been identified for this objective:

- All software applications we use are accessible.
- All output or electronic documents associated with software application are accessible.

Assumptions

The following assumptions have been identified for this objective:

- COTS (Commercial Off-the-shelf) applications on the market may only be partially accessible.
- Not all IT products are applicable to Accessibility standards.
- Not all applicable products will be accessible.
- Not all products will have a VPAT online or at all, but will need to be obtained by vendor.
- Purchasing officers will be trained on how to purchase accessible products.
- Purchasing officers will follow new procurement policies related to Accessibility standards.
- State master contracts have already incorporated Accessibility.
- Some applications will qualify for an exception.
- Our accessibility requirements are included in all phases of our application development processes.
- Our IT developers have been trained to make accessible solutions.

Dependencies

The following external dependencies have been identified for this objective:

- An individual with a disability may not have appropriate accommodation to access your technology.
- Availability of VPATs for an applicable product.
- An exception may apply.

Constraints

The following constraints have been identified for this objective:

- The market may not have accessible products.
- All purchasing officers may not be able to get trained within the training schedule window.
- Accessible solutions may not meet other critical business requirements.
- IT developers may not be able to get trained right away.

Policies and Procedures

The following policy and procedure changes are necessary for successful implementation of this objective:

Policy	Procedures
Purchasing officers must purchase the most accessible IT solution.	- In conducting market research, a VPAT (Voluntary Product Accessibility Template) shall be reviewed for all IT products in which accessibility standards apply. - If the product qualifies for an exception, the appropriate exception paperwork shall be completed, signed by the agency CIO, and forwarded to OET's Enterprise Architecture Office. - Accessibility language is included in our contracts.
IT developers must make accessible applications.	Include accessibility requirements into the application development lifecycle.

Training Strategy

The following trainings are necessary to successfully implement this objective:

Course	Training Owner	Instructor	Audience	Schedule	Success Criteria

How to purchase accessible products	Our training coordinator	ADMIN/Materials Management Division	Buyers and contract coordinators		All buyers and contract coordinators will know how to incorporate accessibility into the purchasing process.
How to create accessible software applications					
How to create accessible electronic documents.					
How to create accessible multimedia.					

Communications Strategy

The following messages are necessary to successfully implement this objective:

Message	Who Communicates	Audience	When	Success Criteria
Announce policy and process changes for IT product purchasing.	Commissioner	Agency Buyers and contract coordinators		All agency buyers and contract coordinators are aware of new accessibility purchasing requirements.
Announce that accessibility should be included in all phases of the application development process.	CIO or application development Director	IT development staff		All IT developers are aware of new accessibility requirements.
Announce trainings.	Training Coordinator			

Objective 4: Ensure that that any internal information or communications content meets accessibility standards.

Success Criteria

The following success criteria have been identified for this objective:

- All electronic documents used and shared are accessible.
- All video, webinars, podcasts, or multimedia are accessible.

Assumptions

The following assumptions have been identified for this objective:

- Not all staff will be fully trained and remember how to design accessible documents.
- Not all staff will be fully trained on accessible video, webinars, podcasts, and multimedia.
- Some exceptions may apply.

Dependencies

The following external dependencies have been identified for this objective:

- An individual with a disability may not have appropriate accommodation to access your technology.

Constraints

The following constraints have been identified for this objective:

- The market may not have accessible products.
- Accessible solutions may not meet other critical business requirements.

Policies and Procedures

The following policy and procedure changes are necessary for successful implementation of this objective:

Policy	Procedures
All content authors need to make accessible content.	

Training Strategy

The following trainings are necessary to successfully implement this objective:

Course	Training Owner	Instructor	Audience	Schedule	Success Criteria
How to create accessible electronic documents	Our training coordinator	Our training team or vendor.	All staff.		All staff will know how to create accessible documents.
How to create accessible multimedia content.	Our training coordinator	Our training team or vendor.	Video production staff, communications staff, webinar support staff		All IT developers will know how to make accessible solutions that have accessible multimedia content.

Communications Strategy

The following messages are necessary to successfully implement this objective:

Message	Who Communicates	Audience	When	Success Criteria
Announce accessibility trainings.	Training Coordinator	All staff		All staff are aware of accessibility trainings.

Action Plan Tables

This section is a summary list of action items grouped into three major categories; policy and process changes, training strategy, and communications strategy. The content in these tables should mirror the content outlined for each individual objective found in the previous section.

Policy Changes

Objectives	Policy Changes	Owner	Change Date
1,3,4	Purchasing officers must purchase the most accessible IT product or solution.		
2,3,4	IT developers must make accessible web pages and applications.		
2,3,4	IT developers must make sure content related to web sites or software applications are accessible.		
4	All content authors/owners must make sure they create accessible content.		

Training Strategy

Objective	Training Course	Training Owner	Instructor	Audience	Schedule	Success Criteria
1, 3,4	How to buy accessible products		Admin-MMD			
2,3,4	How to develop an accessible web sites and software applications					
2,3,4	How to create accessible documents					
2,3,4	How to create accessible multimedia					

Communications Strategy

Objective	Message	Who Communicates	Audience	Completion Date	Success Criteria

1, 3, 4	Announce policy and process changes for IT product purchasing.				
1, 3, 4	Announce MMD trainings for new accessibility purchasing requirements.				
2,3,4	Announce policy and process changes for web site and application development.				
2	Announce policy and process changes for publishing content to web site.				
1,2,3,4	Announce accessibility trainings.				
2,3,4	Announce policy and process changes for IT development process.				

Accessibility Roadmap: Milestones and Timelines

This section outlines tentative milestones and timelines anticipated along the path to Accessibility.